

SECRET

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TAB C

OBTAINING REFUNDS FOR UNUSED TICKETS

LEGEND



Operation



Permanent File



Temporary File



Break in Flow



Two Possible Operations

Unnumbered cover memo Finance to Transportation
Unnumbered cover memo Transportation to Carrier
Unnumbered cover memo Transportation to Finance
"Request For Passenger Ticket Refund" form (Proposed)

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Security Information

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Proposed Procedure for Processing Tickets For Refund

1. Only tickets obtained by the Transportation Division will be processed through this division for refund.
2. Finance Division will prepare an original and three copies of the "Request for Passenger Ticket Refund" form. The original will be perforated so that the bottom half may be detached and forwarded to the carrier. These forms will be padded 100 sheets per pad with the first and every fourth sheet thereafter perforated. The form will be completed with the exception of the "TO", "ATTN" and "Signature" lines on the bottom half.
3. The subject should indicate the type of ticket (Air, Rail, or Sea) and the individual for whom it was purchased.
4. Care should be taken to use only the routing for the ticket in question, never the complete route.
5. The Traveller's name on the bottom half of the form should be taken directly from the ticket even though it may be incorrect.
6. The proper addressee and final signature will be the responsibility of the Passenger Movement Branch, Transportation Division.
7. One carbon copy should be filed in the individual's case file in Finance Division. The original and remaining three copies should be forwarded to Transportation Division.
8. The Transportation Division will enter the name of the carrier and the individual addressee on the form. The original will then be signed in proper pseudonym by the Chief, Passenger Movement Branch.
9. Enter the fare, form of payment, and issue date, taken from the ticket, on one copy to be filed on the left side of the master refund file folder. This information will be written, not typed. A second copy will be filed in the proper case file. The top half of the original will be held pending receipt of the refund. The bottom half of the original and the ticket will be forwarded to the carrier.
10. Upon receipt of the refund check by the Transportation Division, it will be attached to the top half of the original of the "Request for Passenger Ticket Refund" form. The original will be re-addressed in ink, stamped with the "Check Enclosed" notation, initialed, and forwarded to the Finance Division.

11. Any pertinent material received with the refund check should be filed in the proper case file. A notation will be made on the case file copy of the refund request to the effect that the refund has been received and forwarded to the Finance Division. The individual in Finance receiving the check will sign this case file copy as a receipt.
12. The copy in the master refund file should be transferred from the left to the right side of the folder as an indication that the refund has been received. Following each monthly report all copies on the right side will be destroyed.

DATE:

TO : TRANSPORTATION DIVISION

FROM : PD/TRAVEL SECTION

SUBJECT : UNUSED ☐ AIR ☐ RAIL ☐ SEA Ticket for _____

1. There is attached unused portion of ticket number _____
for refund reading from _____ to _____

2. It is requested that a refund be secured and forwarded to the
undersigned for disposition. The refund check is to be made payable to

25X1 for credit to allotment number _____

Chief, Travel Section

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